

ALLOWAY TOWNSHIP

P.O. BOX 425 / 49 SOUTH GREENWICH STREET
ALLOWAY, SALEM COUNTY, NEW JERSEY 08001-0425
www.AllowayTownship.com

Phone (856) 935-4080
Fax (856) 935-2993

Mary Lou Rutherford, *Clerk*

March 11, 2014

New Jersey Board of Public Utilities
Kristi Izzo, Secretary
44 South Clinton Avenue, 9th Floor
P.O. Box 350
Trenton, New Jersey 08625-0350

Re: Docket No. TO12020155
In the Matter of Verizon New Jersey, Inc.'s Alleged Failure to
Comply with Opportunity New Jersey Commitments

Dear Ms. Izzo:

Alloway Township has reviewed the proposed Stipulation of Settlement in the above referenced matter and offers the following for the Board of Public Utilities consideration:

1. Alloway Township is a 36 square mile, rural municipality with a population of 3,467.
2. A letter was received in April 2005 from Verizon wherein it announced: "an upgrade to its existing telecommunications infrastructure...to replace the existing copper wire network with a fiber optic network. This upgrade...will bring crystal-clear voice and high-speed data directly to residence and small business customers." (See Attachment "A")
3. In 2007 Alloway Township made Verizon aware of numerous complaints from residents regarding poor telephone service, i.e. loud static, crackling and buzzing noises in the line, which was exacerbated by any amount of precipitation, usually degrading the service to the point of uselessness. (See Attachment "B")
4. Correspondence was received from Verizon in 2007 wherein names and telephone numbers of residents were requested to identify the locations experiencing service degradation. (See Attachment "C") Considering the square mileage of the municipality as noted above, this service degradation is widespread.
5. With residents' complaints persisting, in 2009 Alloway Township contacted the Board of Public Utilities seeking assistance in resolving this serious, long-standing communication problem which Verizon has failed to adequately address. (See Attachments "D" and "E")
6. In 2012 Alloway Township yet again contacted Verizon regarding the same continuing complaints. (See Attachment "F")

Alloway Township has limited cable service, as only a few areas meet the density requirement of 25 or more dwellings per linear mile. This, coupled with Verizon's failure to upgrade the telephone lines within the Township, leaves many residents with no access to broadband capabilities. This is simply unacceptable.

New Jersey Board of Public Utilities

Kristi Izzo, Secretary

Re: Verizon New Jersey, Docket No. TO12020155

March 11, 2014

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Verizon first notified the Township of its plans to upgrade to fiber optic in 2005. Despite Verizon's rate increases, nine years later there is still no FIOS and many Alloway Township residents are still without reliable, affordable means of communication services.

I implore the Board of Public Utilities to ensure that Verizon fulfills its responsibility to its customers and our residents by upgrading its network in Alloway Township with fiber optic service.

Sincerely,

A handwritten signature in dark ink, appearing to read "P. Ed McKelvey", with a long horizontal flourish extending to the left.

P. Ed McKelvey, Mayor
Alloway Township

Attachments (A-F)

Cc: John G. Hoffman, Alloway Twp. Solicitor (w/att.) via email
Edward W. Purcell, Esquire, NJSLOM (w/att.) via email

Peter J. Ventimiglia
Vice President - External Affairs
Verizon New Jersey Inc.



540 Broad Street, Floor 20
Newark, New Jersey 07102

April 26, 2005

The Honorable Joseph G Fedora
Mayor of Alloway Township
P. O. Box 425
Alloway, NJ 08001-0425

Dear Mayor Fedora:

Perhaps you were present at the luncheon at the Conference of Mayors Meeting in Atlantic City on Friday, April 15? If you were, you were witness to remarks by cable lobbyist, Karen Alexander, that were couched as a "legislative alert" in which Verizon was accused of subverting "home rule" by seeking legislation to obtain territory-wide video franchising that would deny municipalities the opportunity to negotiate with Verizon as it "plans to roll out video services in municipalities around the state."

Nothing could be farther from the truth.

Or perhaps you've received a package of "information" from your local cable franchisee that purports to represent the "facts" regarding Verizon's plans to upgrade its network. The package contains sample letters for you to send to your legislators and the Board of Public Utilities to demand that Verizon be required to stop the upgrade because its proposed upgrade violates franchising requirements.

This package of information is riddled with inaccuracies and untruths.

The fact is that Verizon New Jersey has announced an upgrade to its existing telecommunications infrastructure in more than 70 municipalities as the first phase of its plans to replace the existing copper wire network with a fiber optic network in those parts of the state where we now offer telephone services. We have longstanding rights of way authority in municipalities around the state that permit us to provide voice and data communications and it is these franchises that we invoke as we are upgrading our own network. This upgrade to our network will bring crystal-clear voice and high-speed data directly to residence and small business customers. Though this network also will permit Verizon to provide video services eventually, we will not be "turning up" that capability until we've secured the appropriate franchise agreements to do so.

ATTACHMENT A

At present the only route to obtaining these agreements is to negotiate with the more than 526 municipalities served in whole or part by our network. If necessary, that's the route we will take, even if it means prolonging the arrival of a host of new services to consumers because of the lengthy process associated with seeking franchise agreements one municipality at a time.

One alternative to that lengthy process that would hasten the delivery of 21st century telecommunications innovations to New Jersey consumers would be to seek approval of legislation for territory-wide franchising rights. Similar franchises already exist in other states and are expediting the delivery of next-generation technologies to families and businesses eager for the opportunities that super-fast broadband and fiber-based television bring. In the event that the legislative alternative were selected, however, we would ensure that municipalities receive fair compensation—at or greater than the amount they now receive from our competitors in the cable industry. But it is much too soon to be discussing the elements of what would be a complex piece of legislation.

I simply wanted to put you at ease that there has never been any intent on the part of Verizon to circumvent the appropriate municipal processes in this state. What you heard from Ms. Alexander—and what is represented as fact in those communications from the cable industry—are the rantings of a competitor that prefers to keep its monopoly intact.

I've taken the liberty of attaching the names, areas of responsibility and reach numbers for the Verizon New Jersey External Affairs directors around the state. Or, if you prefer, you can go to the Verizon New Jersey website at www.verizon.com/nj for information about our plans. Please do not hesitate to use these resources for information or questions on this matter. We would prefer you ask us about Verizon's plans instead of listening to those who would misrepresent our actions and intentions for their own gain.

Many thanks for all you do on behalf of the citizens of our state.

Sincerely,

A handwritten signature in cursive script that reads "Peter J. Ventimiglia".

Peter J. Ventimiglia
Attachment



ALLOWAY TOWNSHIP

P.O. BOX 425 / 49 SOUTH GREENWICH STREET
ALLOWAY, SALEM COUNTY, NEW JERSEY 08001-0425

Phone (856) 935-4080
Fax (856) 935-2993

Mary Lou Rutherford, *Clerk*

CERTIFIED MAIL #7006 0100 00043068 0164
RETURN RECEIPT REQUESTED

February 8, 2007

Dennis Bone, President
Verizon New Jersey
540 Broad Street
Newark, NJ 07102

Dear Mr. Bone:

I am the Mayor of Alloway Township, a small rural community in Salem County, and am sending this letter to request your help. The Alloway Township Committee has been contacted by several residents who complain about their land-line telephone service. The resounding complaint is that they frequently are without telephone service, particularly in times of rain. The phone lines either crackle so much as to render them unusable, or there is no telephone service at all. Residents have stated that they have been without telephone service for days – even up to a week!! This problem is experienced throughout the township, not in just one area. Many of the residents have been told by repairmen that the problems are in large part due to the age and deterioration of the telephone lines. Does Verizon have a plan to replace these old and deteriorated lines?

As the Mayor of Alloway, and as a member of the Township Committee, I am greatly concerned about this problem. Being without telephone service is more than just a nuisance. When residents are without their telephone service, they have no way to summon help in times of emergencies. Cell phone service is extremely spotty in our rural township, so this is not a reliable back up; rendering our residents, and your customers, helpless in times of emergency.

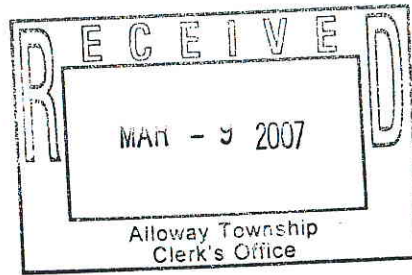
Needless to say, this is a serious public safety matter which must be addressed.

I respectfully request your response, in writing, detailing Verizon's action plan to remedy this serious problem. I will await your reply. Thank you for your cooperation.

Sincerely,

Joseph G. Fedora
Mayor

Dennis M. Bone
President
Verizon New Jersey Inc.



540 Broad Street, Floor 20
Newark, NJ 07101

Phone 973 649-2424
Fax 973 481-2660
dennis.m.bone@verizon.com

March 5, 2007

Mayor Joseph G. Fedora
Alloway Township
P.O. Box 425
49 South Greenwich Street
Alloway, New Jersey 08001-0425

Dear Mayor Fedora,

Thank you for your letter concerning Alloway Township residents' telephone service. I assure you that Verizon is working diligently to identify and address the service problems described in your letter.

The local Verizon maintenance supervisor responsible for your area, James McGowan, has had discussions with the Alloway Township Clerk, Mary Lou Rutherford, in an attempt to identify the customer locations in the Township experiencing service degradation. We are also searching through repair records to further identify where there may be specific problems with our facilities. Identifying the telephone numbers or customer names referenced in your letter would greatly expedite this process, as Alloway Township covers quite a large geographical area. Once we are able to identify defective facilities, we will formalize a corrective action plan to remedy the situation.

Again, thank you for bringing this issue to our attention. Nancy Matt of my Staff will contact you once we have identified the cause of the service issues. If you obtain any information concerning the telephone numbers experiencing the service problems, or have any questions, please feel free to contact her. She can be reached on 973-649-4422.

Sincerely,

A handwritten signature in cursive script that reads "Dennis Bone".

cc: Nancy Matt
James McGowan

ATTACHMENT C



ALLOWAY TOWNSHIP

P.O. BOX 425 / 49 SOUTH GREENWICH STREET
ALLOWAY, SALEM COUNTY, NEW JERSEY 08001-0425

Phone (856) 935-4080

Fax (856) 935-2993

Mary Lou Rutherford, Clerk

Via fax # 973-648-2836 and certified mail, return receipt requested

January 28, 2009

New Jersey Board of Public Utilities
Division of Customer Assistance
2 Gateway Center, 8th Floor
Newark, NJ 07102

Re: Verizon Telephone Service to Alloway Residents

To Whom It May Concern:

Residents of the Township of Alloway have been experiencing difficulty in resolving Verizon land-line telephone service problems. As you can see from the Township's initial letter (copy enclosed) sent to Verizon President Dennis Bone in 2007, we've been trying to remedy this problem for some time. A reply letter was received (copy enclosed) from Mr. Bone, and Nancy Matt and James McGowan of his staff did contact our Municipal Clerk, Mary Lou Rutherford, to further identify the problem. Residents advised that Verizon did send out repair trucks, and that for a while their telephone service was better, only to worsen again with any kind of precipitation. Our residents continue to experience telephone outages, or if they do have service, loud static and buzzing noises on their telephones which renders them useless.

Several complaints were received again from residents in October 2008. Municipal Clerk Rutherford conveyed the names, addresses and telephone numbers of those residents to Nancy Matt who assured that service jobs were scheduled in that area. Those same residents and others continue to complain of service problems. Residents state that they have been told by Verizon repair persons that the problems are due to the fact that the telephone lines are old and need to be replaced. The Township Committee requested that Verizon send a representative to its November 20, 2008 Township Committee meeting to discuss these problems in person. The Clerk contacted Nancy Matt with this request and was told that an area representative would be in touch. The area representative, Jennifer Young advised the Clerk by telephone that she did not know if she would be able to attend the meeting. No representative from Verizon attended the meeting as requested.

Residents continue to complain about their telephone service throughout the Township. Due to the rural nature of Alloway, telephone service is a critical necessity.

Cell phone service is spotty at best in the township, so without a land-line telephone, in the event of an emergency our residents have no means of summoning help.

This is a matter of public health and safety. Whatever assistance you can offer in helping the Township to resolve this serious communication problem would be greatly appreciated.

Sincerely,

A handwritten signature in black ink, appearing to read "Edwin P. Masker". The signature is fluid and cursive, with the first name "Edwin" being more prominent.

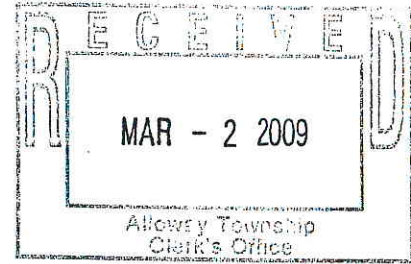
Edwin P. Masker
Mayor

Encs.

Cc: Dennis M. Bone, President, Verizon (via fax number 973-481-2660 and certified mail, return receipt requested)



State of New Jersey
BOARD OF PUBLIC UTILITIES
TWO GATEWAY CENTER
NEWARK, NJ 07102



Jeanne M. Fox
President

Anthony Centrella
Director
Tel: (973) 648-7865
Fax: (973) 624-9453

February 25, 2009

The Honorable Edwin Masker
Mayor of Alloway Township
P.O. Box 425/49 South Greenwich Street
Alloway, New Jersey 08001-0425

Dear Mayor Masker:

Thank you for bringing to the attention of the Board of Public Utilities, the service difficulties that have concerned the people of your township. Your concern was forwarded to Verizon who in response has assigned one of their managers, Jim McGowan, to be in charge of service improvement projects in your township. We understand that Mr. McGowan has been in touch with Ms. Rutherford of your office in this regard.

Should you have any additional concerns, or any future problems which are not resolved by Verizon, please contact Bruce Gallagher of my staff at (973) 648-7994.

Sincerely,

Anthony Centrella, Director
Division of Telecommunications

AC/BG/sm

ATTACHMENT E

Mary Lou Rutherford

From: "Mary Lou Rutherford" <allowayclerk@comcast.net>
To: <dennis.m.bone@one.verizon.com>; <dennis.m.bone@verizon.com>
Cc: <ulises.e.diaz@one.verizon.com>
Sent: Wednesday, April 25, 2012 4:23 PM
Subject: Alloway Township - Poor land-line telephone service

Dear Mr. Bone:

On behalf of the Alloway Township Committee, I am writing to you regarding the continuing complaints regarding poor land-line telephone service in Alloway Township. Our correspondence with Verizon dates back to 2007 regarding the same problems. In 2009 I wrote to the Board of Public Utilities regarding these service difficulties. As I have stated in my letters, due to the rural nature of Alloway, reliable telephone service is a matter of health and safety to our residents. At our most recent meeting on April 19, 2012, a resident of Remsterville Road advised that he and his neighbors still experience loud buzzing, crackling noises in the lines making them unusable. When will these lines be replaced? What are Verizon's plans for upgrade to the telephone lines in Alloway Township?

The courtesy of a detailed response to this serious matter will be greatly appreciated.

Sincerely,
Joseph G. Fedora, Mayor
Alloway Township